

Communications

TELEPHONE USER RESPONSIBILITIES

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This instruction establishes United States Transportation Command (USTRANSCOM) policy and procedures on telephone communications. It is applicable to all personnel assigned to USTRANSCOM at Scott AFB IL.

**SUMMARY OF REVISIONS**

General administrative update and in-depth revision. Note: Since directive has been revised in its entirety, asterisks will not be used to identify revised material.

**1. References, Abbreviations, Acronyms, and Terms.** References, related publications, abbreviations, acronyms, and terms used in this instruction are listed in Attachment 1.

**2. Policy:** Director, Command, Control, Communications, and Computer Systems (C4S) will appoint the Telephone Control Officer (TCO) for USTRANSCOM. All installations, relocations, and related telephone services will be conducted by the Scott AFB 375th Communications Group. Office and individual responsibilities are defined in paragraph 3.

**3. Responsibilities:**

**3.1. TCO Responsibilities:**

**3.1.1.** Provide the 375th Communications Group a letter of appointment designating a primary and alternate TCO.

**3.1.2.** Act as the command focal point for all telephone related matters, e.g., requests for: new telephone service, pager service, and relocations of existing telephones; as well as providing updates to the base telephone directory, verifying official toll calls, and providing customer education.

**3.2.** Each Directorate and Direct Reporting Element (DRE) will designate by letter a primary and alternate TCO for their area. These individuals will serve as the liaison between the Command TCO and their Directorate/DRE.

**3.3. All USTRANSCOM Personnel will:**

**3.3.1.** Use all Government telephones and telephonic equipment for official business or for other uses specifically authorized by the Joint Ethics Regulation, Department of Defense (DoD) Regulation 5500.7.

**3.3.2.** *Not* discuss classified information over non-secure means.

**3.3.3** Contact their Directorate/DRE TCO for assistance in requesting telephone services.

**3.3.4.** Follow instructions in paragraph 4 when requesting telephone services.

**3.3.5.** *Not* relocate existing services. Only personnel from the 375th Communications Group are authorized to accomplish these actions.

**3.3.6.** Take proper care of telephonic equipment.

**3.3.7.** Report telephone problems to the 375th Communications Group trouble desk, ext 119.

**4. Procedure:**

**4.1.** Directorate/DRE TCOs are expected to collect telephone related requests for their Directorate/DRE, properly fill out Scott AFB Form 75, Communications Service Request, and forward it to the command TCO, Command, Control, Communications and Computer Systems (C4S) Directorate (TCJ6) Operations Support Branch (TCJ6-OC).

**4.2.** A sample Scott AFB Form 75 is at Attachment 2. Refer to Scott AFB Instruction 33-104, Requests for Telephone Service & Communications Connectivity, for further assistance in completing Scott AFB Form 75.

**4.3. USTRANSCOM Telephone Services:**

**4.3.1.** Use of control numbers for official long distance calls. Control numbers allow personnel to access Defense Switched Network (DSN) or Federal Telecommunications System (FTS) 2000 from their home via the base telephone switchboard. This service is for official business that cannot be routinely conducted during the normal duty day. To use the control number, dial 256-1110. The operator will ask for your name, rank, organization, office symbol, duty phone, home phone, the number you are calling and the control number. The telephone control number for USTRANSCOM can be obtained from the command TCO.

**4.3.2.** Incoming Toll-Free Numbers. This service can be used by Scott personnel who are outside the local Scott AFB area and need to call back to Scott AFB for official business. It is used only when DSN or FTS-2000 are not available to the caller, and in lieu of calling Scott AFB

collect. Base switchboard operators are not authorized to forward incoming 800 calls off Scott AFB. The following is a summary of available toll free services at USTRANSCOM:

**4.3.2.1.** Line 1-888-878-2622 (Mobility Control Center) is available to be used by Defense Transportation System (DTS) customers and USTRANSCOM personnel who are outside the local Scott AFB area and need to call for official DTS business.

**4.3.2.2.** Line 1-800-486-7001 (Global Transportation Network) is available for trouble calls to the prime contractor.

**4.3.2.3.** Line 1-800-256-7609 (Joint Operational Support Airlift Center) is available to discuss operational support airlift.

**4.3.2.4.** Line 1-800-334-9405 is available to access the USTRANSCOM Unclassified Local Area Network.

**4.3.2.5.** Line 1-800-851-7542 is a Scott AFB controlled number available to USTRANSCOM personnel on temporary duty status outside the Scott AFB area. This number is for official use only and blocked in the 314 and 618 area codes.

**4.4.** Reimbursement to individuals for official commercial calls. Official calls made while in temporary duty status can be claimed for reimbursement on DoD Form (DD) 1351-2, Travel Voucher or Subvoucher. Official commercial calls billed on an individual's home phone can be reimbursed using Standard Form (SF) 1164, Claim for Reimbursement for Expenditures on Official Business.

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## 2 Attachments

1. Glossary of References, Abbreviations, Acronyms, and Terms
2. Sample Scott AFB Form 75

DISTRIBUTION: X (TCCC-P, TCCC-Q, TCCC-X, TCFP, TCIG, TCIM, TCJA, TCPA, TCRC 1 each; TCJ8, TCSG - 2 each; TCJ2 - 3; TCDC-JS, TCJ5 - 4 each; JTCC, TCJ1, TCJ6 - 5 each; TCJ3/J4 - 13).

## **GLOSSARY OF REFERENCES, ABBREVIATIONS, ACRONYMS, AND TERMS**

### **Section A--References**

DoDR 5500.7, Joint Ethics Regulation.

USTRANSCOM Policy Directive 33-10, Cellular Telephone Management.

USTRANSCOM Regulation 700-6, Procedures for Secure Voice and Fax.

Scott AFB Instruction 33-104, Requests for Telephone Service and Communications Connectivity.

### **Section B--Abbreviations and Acronyms**

Not used.

### **Section C--Terms**

Not used.

COMMUNICATIONS SERVICE REQUEST		1. TCO CONTROL NUMBER (Optional) Issued by 375th CS
2. TO  <b>375 CG/SCMP</b>	3. FROM  Requesting Unit	
4. NEW ADDRESS (Bldg, Number, Room, Floor)  Identify new location for service. Example: 508 Scott Drive, bldg 1900, room 284	5. NAME, LOCATION, AND TELEPHONE NO. OF PERSON TO CONTACT  Maj Smith, bldg 1900, room 284, ext 6833	
6. EXISTING ADDRESS (Bldg Number, Room, Floor)  Identify existing location of equipment or service to be disconnected. N/A for new installs.	7. DIRECTORY LISTING (For new numbers only)  For new telephone numbers only. List the directory as it would appear in the base telephone directory.	
8. DESCRIPTION OF WORK/SERVICE REQUESTED  Description of work requested. State clearly the service needed. Equipment for other than conventional telephone service must be furnished by the requesting unit. Example, STU-IIIs or facsimile machines. For existing services to be modified or relocated, identify telephone and telephone numbers effected. Attaching a floor plan showing existing services and requested locations is encouraged.		
9. JUSTIFICATION  State why the service is needed. Include mission impact if service is disapproved.		
10. REQUESTING OFFICIAL (Type or Print Name, Grade and Title)  Your name, grade, title	11. REQUESTING OFFICIAL SIGNATURE	12. DATE
13. TELEPHONE CONTROL OFFICER (Type or print Name, Grade)  Mr David Hansen, GS-12, USTRANSCOM TCO	14. TCO SIGNATURE	15. DATE
FOR USE BY BASE COMMUNICATIONS OFFICIALS		
16. CONTROL NUMBER		17. DATE RECEIVED
18. REMARKS		
19. AUTHORIZING OFFICIAL		20. DATE